KETS Enterprise VPN (Vendor)
Vendor VPN account creation and maintenance
March 25th, 2005

A KETS Standard Document

Procedures for Vendor VPN account request, creation and maintenance

1. KETS Enterprise VPN accounts will be created for Vendor representatives by the KETS Help Desk. Each account will be given a secure default password. The Vendor representative will use the KETS Enterprise VPN account per 'Acceptable Use' (AUP) and change the password every 30 days when prompted*. District will identify need to provide Vendor access to the KETS network (example: HVAC controls, STI, Weather service, etc.)

2. District will stipulate, by email, receipt of a signed AUP from the Vendor representative to their KETS contact (KE), along with the name of the Vendor representative, Vendor email address and Vendor phone number,

3. The above mentioned KETS contact will then submit a Direct Engineering Request (DER) to the KETS Help Desk, by email (ketshelp@kde.state.ky.us), with information provided from **2.** and stipulation that a signed AUP statement is on file at the district.

4. When all the above items are submitted to the KETS Help Desk, the KETS Enterprise VPN account will be created. Upon creation of the account, the KETS Help Desk will send an email to the Vendor representative. This email will contain the FTP link required to download the KETS Enterprise VPN client and VPN client installation instructions. The Vendor representative will be informed by email of the initial VPN login password and requirement that the Vendor representative change the VPN password after initial login. A separate email will be sent to district POC and KE confirming creation and email notification to vendor of new account.

*   MAC (Apple) VPN client users requesting and receiving KETS Vendor VPN accounts will be supplied *username* and *password* required for login after account creation. Also, at this time, the available MAC VPN client does not provide ability for password change at any time. When 30 days has expired, and the MAC VPN client user cannot access the KETS Network, the user will simply contact the KETS Help Desk and request a VPN account password change.

KETS Help Desk – 1.866.538.7435 – 502.564.2002 – ketshelp@kde.state.ky.us